

Director of Production Application Management, DCS Office of Information Technology

SUMMARY: The Director of Production Application Management is responsible for the Department of Children's Services (DCS), Office of Information Technology Production Application Management Team and reports to the Agency Chief Information Officer. The Director leads a team of IT Operations professionals ensuring their performance targets are aligned with the Department's strategic and operational objectives adhere to best practices to provide timely and accurate services to DCS IT Customers throughout the State of Tennessee.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Directly manages three supervisors who manage the day-to-day operations of the thirty- two employees responsible for servers, networks, asset, telecommunications management and help desk.
- Oversees management of DCS supporting servers and IT infrastructure by assessing needs, analyzing systems performance, managing systems maintenance, and ensuring systems security.
- Administers DCS's IT service and asset tracking system, ServiceNow and acts as the Agency's point of contact for this application.
- Monitors the IT service team, ensuring adherence to ITIL and customer service standards
- Creates, maintains, and monitors Production Application Management's Service Level Agreements (SLA); manages resources to ensure team's compliance with SLAs.
- Provides leadership and coaching to ensure team members successfully achieve the department's goals and objectives.
- Communicates effectively verbally and in writing.
- Provides team leadership with various human resources management accountabilities. The key activities include but are not limited to the following.
 - Hiring team members and managing team member requirements in line with Product Application Management's goals and objectives
 - Setting annual performance targets for direct reports and conducting performance reviews.
 - Providing on-going motivation, coaching, guidance, feedback, and mentoring support to the team.
 - Managing the workload of the Product Application Management team and removing obstacles to their success.

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EDUCATION / EXPERIENCE:

A bachelor's degree from an accredited college or university in Computer Science, Business, Finance, Statistics, Technology, or other related fields, with a minimum of three (3) years of experience in a leadership role as a DCS OIT Director. Required Technical proficiencies in: RHEL 6, Windows Server 2012, JBOSS 6, Oracle SQL, TCP/IP, IP routing, and DNS. Experience with applications: Dynatrace, Service Now, and Jenkins. Strong applied knowledge of ITIL, IT Security, Asset management, and Access management.

SKILLS:

This position requires:

- Dedication and commitment to customer service focused delivery of OIT systems management in optimizing system performance, system maintenance/upgrades and security.
- Demonstrated evidence of experience with success as a Senior IT Operations Manager with a proven track record balancing technical skills with resource management.
- Ensures adequate resources, software and equipment are available to meet DCS employees requirements for technology.
- Hands on technical knowledge of middleware technologies such as: Jenkins, Apache SOLR, and JBOSS;
- Strong understanding of TCP/IP, DNS, F5 Load Balancing, and Firewalls in relation to application and database servers;
- Strong experience applying ITIL in standardizing IT operations;
- Strong experience with hands on troubleshooting for RHEL, Windows, DNS, F5 Load balancers, Firewalls, Routers, and switches;
- Experience juggling multiple goals, changing priorities and deadlines;
- Ability to build a strong network and relationships at all levels of the DCS organization as well as interfacing with other State of Tennessee agencies such as Strategic Technology solutions (STS)and external vendors;
- Demonstrated flexibility, resilience, and resourcefulness.
- Ability to identify current or future problems or opportunities, then analyze, synthesize, and compare information to understand issues and cause/effect relationships to enable solutions.
- Provides team leadership over various human resources requirements such as:
 - Hiring team members and setting annual performance targets and

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- conducting performance reviews.
- Providing on-going motivation, coaching, guidance, feedback,

All interested candidates should submit a cover letter and resume to:

DCS.OIT_Talent_Management@tn.gov

<http://agency.governmentjobs.com/tennessee>

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